**Exam questions for Business English III**

**Year II**

1. What are the duties of a reservations agent?
2. Speak about telephone reservations and their advantages.
3. Make up questions that a reservation agent usually asks in order to collect information about a reservation.
4. Speak about the main stages of a reservation process.
5. Make up questions that a reservation agent usually asks in order to collect information about a reservation.
6. Name the main steps of a registration process.
7. Make up questions that a front desk agent usually asks in order to collect information.
8. Speak about the main stages of a reservation process.
9. Make up questions that a guest usually asks in order to collect information about a reservation.
10. Speak about the main stages of check-in process.
11. Make up questions that a receptionist usually asks at check-in.
12. Speak about the main stages of check-in process.
13. Make up questions that a guest usually asks at check-in.
14. What information does a registration card contain?
15. What is guest history record?
16. What procedures and security measures may issuing room key involve?
17. What does a guest usually do before leaving a hotel?
18. What procedures does check-out process involve?
19. Speak about the main stages of check-out process.
20. Make up questions that a receptionist usually asks at check-out.
21. Speak about the main stages of check-out process.
22. Make up questions that a guest usually asks at check-out.
23. Explain the meaning of the terms: **to arrive, to stay, to depart**
24. Explain the meaning of the terms: **make a reservation, accept a reservation, reject a reservation**
25. Explain the meaning of the terms: **refuse a reservation, change a reservation, confirm a reservation**
26. Explain the meaning of the terms:  **guaranteed reservation, reservation cancellation hour, advance deposit**
27. Explain the meaning of the terms: **to fill in, assign a room, to sign**
28. Explain the meaning of the terms: **method of settlement, registration record, registration card**
29. Explain the meaning of the terms: **itemized bill, charge, voucher**
30. Explain the meaning of the terms: **additional recent charges**, **zero out account**
31. Explain the meaning of the terms: **room rate and** **room status.** Enumerate the basic room status terms
32. Speak about **late check out**.
33. Speak about the basic methods of room rate payment (cash, personal checks). Explain the meaning of the term **PIA (paid-in-advance).**
34. Speak about the basic methods of room rate payment (credit cards, direct billing). Explain the meaning of the term **in-house credit.**
35. Explain how front desk employees deal with requests for service.
36. Explain how a hotel guest may use laundry and dry-cleaning service.
37. Explain how a hotel guest may use food and beverage service and safe deposit boxes.
38. What services and facilities do hotels provide to families with children?